Pension and fiduciary service

PMC VSR Advanced Core Course  
Phase 5: Stages of a Claim  
Part 1: Determine Eligibility

Types of Claims and Priority Processing

Trainee Guide

April 2020

Types of Claims and Priority Processing

Lesson Overview

| Topic | Description |
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| Time Estimate: | 1.5 hours |
| Purpose of the Lesson: | This lesson is part of the entry-level curriculum, Core Course for PMC VSRs. The purpose of this lesson is to prepare PMC VSRs to identify claim types and reasons for priority processing. |
| Target Audience: | This lesson is for entry level PMC VSRs. |
| Lesson References: | * M21-1 I.1.A.4.i (Definition: Initial Claim) * M21-1 I.1.A.4.j (Definition: Supplemental Claim) * M21-1 I.1.A.4.k (Definition: Reopened Claim) * M21-1 III.iv.2.B.3.d (Definition: New and Relevant Evidence) * M21-1 III.ii.2.D (Supplemental Claims) * M21-1 I.6. (Higher Level Reviews) * M21-1 III.ii.1.D (Claims That Require Priority Processing) * M21-1 III.iii.1.F.1.b (Corporate Flashes) * M21-1 III.ii.1.D. (Claims That Require Priority Processing) * M21-1 III.iii.1.F.2.e (Utilizing Contentions and Special Issue Indicators Associated With the Claimed Issues) * M21-4 Appendix B (End Product Codes and Work-Rate Standards for Quantitative Measurements) * M21-4 Appendix C.3 (Special Issues) * Pension Systems and Applications job aid * 38 CFR 3.1(p)(1): Definition of Initial Claim * 38 CFR 3.1(p)(2): Definition of Supplemental Claim |
| Lesson Objectives: | * Define initial claims and supplemental claims * Confirm the special claim types. * Check whether the correct prescribed form was received. * Check whether an original claim was previously established. * Check whether the original claim had a prior decision. * Check whether evidence received with supplemental claim is new and relevant evidence * Determine if an appeal or higher level review is pending |
| What You Need: | * Trainee Guide * Access to VBA Intranet * Pen and paper * Access to the following systems:   + SHARE   + MAP-D   + VBMS   + VACOLS * **Pension Systems and Applications** job aid |

| PowerPoint Slides | Notes |
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| **Types of Claims and Priority Processing** |  |
| **Lesson Objectives**   * Define initial claims and supplemental claims * Confirm the special claim types. * Check whether the correct prescribed form was received. * Check whether an original claim was previously established. * Check whether the original claim had a prior decision. * Check whether evidence received with supplemental claim is new and relevant evidence * Determine if an appeal or higher level review is pending |  |
| **Refernces**   * M21-1 References * M21-4 References * Pension Systems and Applications job aid * 38 CFR References |  |
| **Claims That Require Priority Processing**   * Part of reviewing the work of the Claims Assistant requires checking whether the claim is a special claim that requires priority processing. * The use of special issues and corporate flashes identify priority claims. * Special claims are flashed through the Intake Processing Center (IPC) and indicated in SHARE and VBMS. * If you discover a claim that is not flagged through IPC, but should be, flag or correct the claim for special processing. |  |
| ****Flash a Claim****   * **SHARE** * **VBMS (view only)**   Indicates you should demonstrate an action |  |

| PowerPoint Slides | Notes |
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| **Claims That Require Priority Processing-  M21-1 III.ii.1.D.1.a**  Claims from *any* claimant who is   * A participant in the Fully Developed Claim Program * Homeless * Terminally ill * A survivor of a former prisoner of war (FPOW) * Purple Heart Recipient * Medal of Honor Recipient * Became very seriously ill or injured/seriously ill or injured (VSI/SI) during service and is *not* already receiving Department of Veterans Affairs (VA) disability benefits (Compensation) * Is diagnosed with Amyotrophic Lateral Sclerosis (ALS) or Lou Gehrig's Disease |  |
| **Special Issues**  Special issues are *claim*-specific indicators and can represent a certain claim type, disability or disease, or other special notation that is only relevant to a particular claim. Use of special issues is mandatory when the claim meets the criteria for application of the special issue.   * Commonly used special issues:   + Fully Developed Claims (including applicable FDC exclusions)   + Agent Orange   + ALS   + Environmental Hazard- Camp Lejeune   + Administrative Decision Review- Level 1   + Local Mentor Review (for trainees)   A complete list of special issues are in M21-4 Appendix C.3.b |  |
| **Types of Claims**   * **As a VSR, you will review the following types of claims:**   + **Initial claims**     - **Original**     - **Non-original**   + **Supplemental claims**   + **Claims for reconsideration (prior to 2-19-19 only)**   + **Dual claims**   **These claims involve reviewing various systems and applications, depending on the information needed.** |  |
| **Initial Claims (1 of 2)**  Initial claims are broken up into two categories:   * Original * Non-Original   Use the following guidance to determine whether an initial claim is original or non-original:   * SHARE   + In the Corporate screen, review the information found in Claims and Denial and/or Award and Ratings to check if an original end product (EP) was previously processed or if the beneficiary is currently receiving benefits. |  |
| **Initial Claims (2 of 2)**   * BIRLS   + Review the Inactive Comp and Pension (ICP) screen for historical decisions for the Veteran. * VBMS   + Review VBMS to check if a claim was previously submitted and decided. |  |
| **Dual Claims**   * VA used to require claims for compensation and pension by a live veteran to be worked as a single claim called a dual claim * Effective August 23, 2019, dual claims were discontinued * Two Original EPs were then authorized for Veterans, one for the original compensation claim, and one for the original pension claim |  |
| **Supplemental Claims**   * Any supplemental claim for a VA benefit received on a VA Form 20-0995 where the claimant disagrees with the decision VA made on an initial or supplemental claim for the same or similar benefit on the same or similar basis. * To be considered a complete supplemental claim, new and relevant evidence must be identified or included with the claim. * Supplemental claims are under EP 040. |  |
| **New and Relevant Evidence**   * For a supplemental claim to be considered substantially complete, the claimant must identify or include new and relevant evidence. * Review evidence to ensure it is not a duplication of information already on record, and refer for a rating if applicable. |  |
| **Appeals and Higher Level Reviews**   * Check if an appeal is pending by:   + Reviewing SHARE for an EP 170 series pending   + Checking VACOLS   + Reviewing information associated with claim in LCM or VBMS * Check if a higher level review is pending by:   + Reviewing SHARE for an EP 030   + Reviewing VBMS for a VA Form 20-0996   + Reviewing information associated with claim in VBMS |  |

| PowerPoint Slides | Notes |
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| **Lesson Summary**  Key concepts of this lesson:   * Define initial claims and supplemental claims * Check whether an original claim was previously decided * Check whether the correct prescribed form was received * Check whether evidence received with supplemental claim is new and relevant evidence * Determine if an appeal or higher level review is pending |  |
| **Questions?**  This icon prompts you to ask students a discussion question or to ask students if they have any questions before proceeding with instruction. |  |
| **What’s Next**  Phase 5, Part 1(a), Lesson 6: VA Representation and Third Party Authorization |  |